

GUIDE TO REOPENING BUSINESSES

Disclaimer: The purpose of this guidance is to offer you general direction and provide a framework for consideration as you reopen. The information and guidance provided in this document is based on recommendation from the Centers for Disease Control and OSHA as of May 4, 2020 but we recommend you consult these sources directly for confirmation before implementation at your business/premises. This information is not intended to be and should not be construed to be or relied upon as, legal, financial, medical or consulting advice. Consider consulting with an attorney, medical professional and/or other advisor to obtain guidance relating to your specific situation. References and links to third parties do not constitute an endorsement, sponsorship or warranty by Baylor College of Medicine, and Baylor College of Medicine hereby disclaims all express and implied warranties of any kind. Baylor College of Medicine assumes no responsibility for loss, damage or injury due to the provision of or reliance on this guidance.

EMPLOYEES

Take care of your staff to ensure they are safe while at work

1. Promote healthy hygiene practices and encourage social distancing
2. Minimize face-to-face contact between employees
3. Evaluate if any employees are coming from outside the local area
4. Limit meetings in conference rooms. Use conference calls whenever possible
5. Space out seating. Ensure colleagues are not seated within 6ft. of each other
6. Stagger gathering times such as when shifts start or lunch hours
7. Establish daily health checks (symptoms, temperature)
8. Require employees who are symptomatic to stay home and have work from home policies in place in the event an employee appears symptomatic but can still work (i.e. cough)

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SUPPLIES

Ensure you have access to materials

Take inventory and ensure you always have the following supplies readily available to employees and/or patrons:

1. Hand soap
2. Hand sanitizer
3. Disinfecting wipes
4. Face masks
5. Tissues
6. No touch trashcans
7. Gloves*

***To be effective, gloves must be changed after every contact.**

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PATRONS & VISITORS

Is your business safe for patrons and visitors?

1. **Talk with vendors and companies providing your business with contractors about their plans**
2. **Establish a plan for accepting deliveries and discuss with employees what they should do with a package upon receipt**
3. **Implement to-go options wherever possible**
4. **Discuss if you need to establish a policy for visitors entering a facility such as sanitizing upon entrance**
5. **Consider implementing traffic flow to support social distancing**
6. **Reduce the number of patrons allowed in your business at one time to promote social distancing**

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FACILITIES

Implement practices to keep your business sanitized

1. Intensify cleaning, disinfection and ventilation
2. For outdoor areas, existing cleaning practices will suffice
3. Frequently disinfect touched surfaces and objects of materials such as glass, metal and plastic
4. Softer surfaces, such as carpet or seating areas should be thoroughly cleaned
5. Establish company-wide disinfecting procedures
6. Install disinfectant dispensers at business entrance and ensure they are replenished when necessary
7. Limit number of entrances for employees and visitors
8. Limit number of people in elevators
9. Set up clear shields as necessary to serve as barrier between employees and customers

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CLEANING

How to clean and disinfect

Hard (Non-porous) Surfaces:

- Use disposable gloves
- Dirty surfaces should be cleaned using a detergent or soap and water prior to disinfecting.
- Most common EPA-registered household disinfectants should be effective.
- Diluted household bleach solutions can be used if appropriate for the surface.

Soft (Porous) Surfaces

- Launder items as appropriate in accordance with the manufacturer's instructions. Use warmest appropriate water setting and dry completely.









A list of EPA-approved products for use against the virus that causes COVID-19 can be found [here](#).

Source: Cleaning and Disinfection for Households. (2020, March 28). Retrieved from <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

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INDUSTRY CONSIDERATIONS

Key measurements to implement

								
	Offer To-Go Options	Require Masking	Maximize Social Distancing in Physical Space	Develop procedures to manage employee exposure	Routine Sanitizing Procedures	Require surveillance questions/temperature checks at entrances	Ensure proper PPE for customer facing staff	Consider alternative service delivery options (i.e. online)
Retail	•	•	•	•	•	•	•	•
Restaurants	•	•	•	•	•	•	•	
Travel		•	•	•	•	•	•	
Fitness			•	•	•	•	•	•
Education		•	•	•	•	•	•	•

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WHAT IS YOUR BUSINESS DOING?

Communicate measures taken to your customers and employees

Key messaging components:

- Highlight how you are keeping your customers safe
- What are you doing to test and protect your employees?
- Detail disinfecting measures
- Provide alternative options to customers

HOW WE ARE KEEPING YOU SAFE:

In order to provide you with safe, quality care through your visit, our teams will be wearing surgical masks and performing frequent hand hygiene. As an additional measure to keep you safe on the day of your visit, you will be instructed to wear a face covering upon entering and when in the facility. If you have a cloth mask, you may wear it while in our facility. If you do not have a face covering, we will provide you with one. Additionally, we have taken the following measures:

- Promoting social distancing measures throughout our clinics (waiting rooms, check-in areas)
- Installed plexiglass shields at front desk and reception areas
- Minimizing the number of patients we are seeing per day in our clinics by expanding virtual services and staggering in-person appointments
- Wearing personal protective equipment while providing patient care
- Implementing additional sanitation processes to disinfect all equipment and surfaces.
- Healthcare workers with fever, cough, sore throat, or other COVID-like symptoms are not permitted in any area of our clinics, unless seeking care

BEFORE YOUR IN-PERSON APPOINTMENT:

- If you are experiencing symptoms of COVID-19 prior to your scheduled appointment, please call your Primary Care Physician's office. If you do not have a PCP, you may call 713.798.3888 for screening
- We will be conducting screenings with patients before appointments for symptoms and exposure risk
- Download the MyChart app and complete the ePreCheck-in process at least 3 days prior to your visit to help expedite your check-in process

IF YOU REQUIRE TESTING:





















- Your provider will place an order for the COVID-19 Baylor Medicine testing clinic
- The scheduling team will contact you with an appointment time and instructions
- Results should be ready within 48 hours and released to you thereafter.
- It is very important to self-quarantine until you receive your test results.

Don't have one, then you
arrival with temperature
lease make arrangements
the below criteria:
d do so.
e following apply:
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e above list, the visitor
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is obtained from the
in the visit note
completed ePreCheck-
in order to fully
oms and check-in lines to
me. We appreciate
support you and

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EMPLOYEE EXPOSURE GUIDELINES

What should I do when experiencing symptoms?

SYMPTOMS	Should I Continue to Work?	Should I Stay Home?	Should I Self-Quarantine?	Should I Wear a Cloth Facemask?	Should I Contact my Primary Care Provider?	When Can I Come Back to Work?
Any of the COVID-19 CDC listed symptoms in the past 24 hours¹? <ul style="list-style-type: none"> Cough Shortness of breath or difficulty breathing Or at least two of these symptoms <ul style="list-style-type: none"> Fever (>100° F) Sore Throat Chills New loss of taste or smell Muscle pain Repeated shaking with chills Headache 					If you need medical care for symptoms	Follow company protocol.
Any of these symptoms in the past 24 hours? <ul style="list-style-type: none"> Allergy-related runny nose or nasal congestions Sneezing 					No, if you have seasonal allergies, consider a trial of an OTC allergy medication to alleviate symptoms.	
Have you traveled to any country, area or city in the last 14 days where the federal², state³ or local authorities require mandatory quarantine?					No	Follow company protocol.
You have been in close contact in the last 14 days with someone who has confirmed positive with COVID-19?					No	
You have been diagnosed with laboratory confirmed COVID-19?					If you need medical care for symptoms	Follow company protocol.

¹<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

²<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

³Check Governor Abbott's Executive Orders

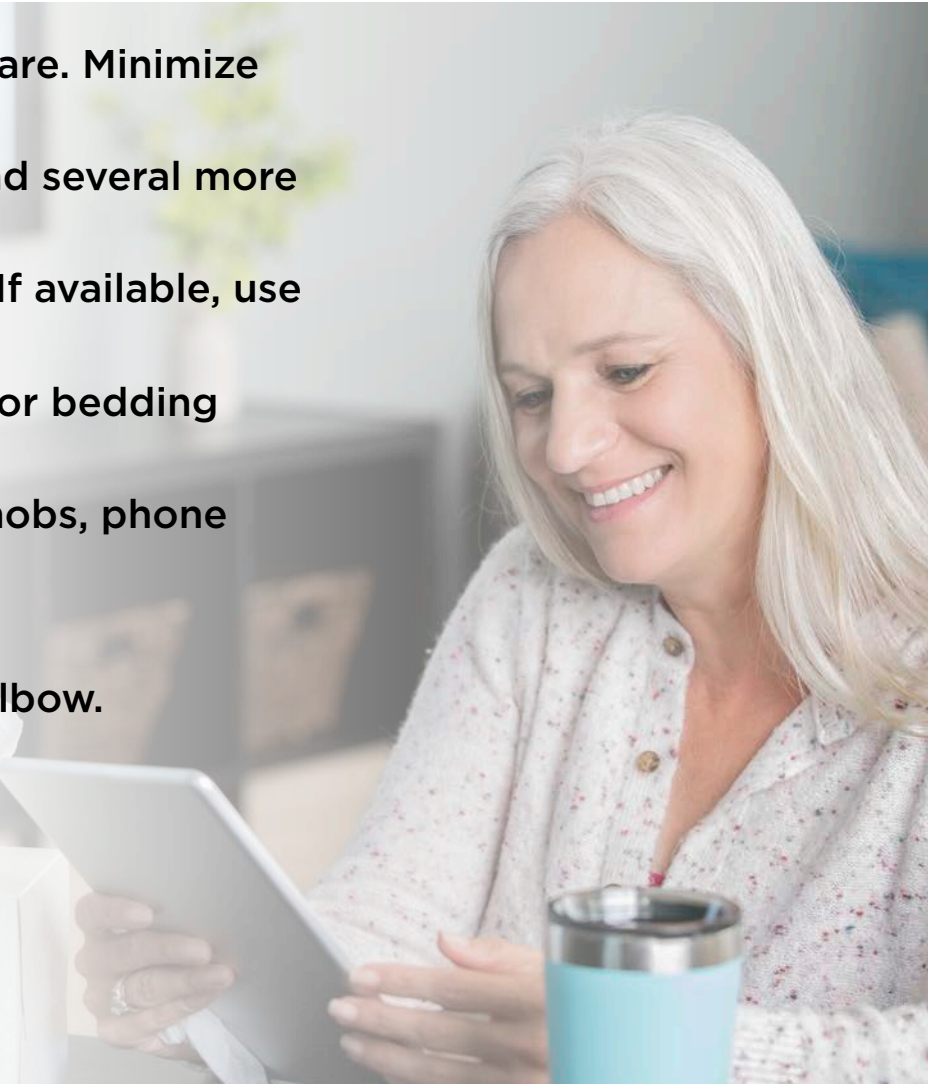
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HOME QUARANTINE INSTRUCTIONS

Precautions to follow

1. As advised by the CDC, stay in your home, except to get medical care. Minimize contact with others.
2. Self-isolate for at least 10 days after your first day of symptoms, and several more after if you are still sick.
3. Stay in a specific room and away from other people in your home. If available, use a separate bathroom.
4. Do not share dishes, drinking glasses, cups, eating utensils, towels or bedding with others in your home.
5. Clean all “high-touch” surfaces such as counters, tabletops, doorknobs, phone and bedside tables.
6. Wash your hands often.
7. Cover your coughs and sneezes with a mask or the inside of your elbow.
8. Throw used tissues in a lined trash can and wash your hands.
9. Seek prompt medical attention if your illness is worsening.

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GUIDANCE FOR RETURN TO WORK

For symptomatic persons with proven COVID-19

Symptom-Based Strategy

Exclude from work until:

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath; and
- At least 10 days have passed since symptoms first appeared
- Continue to wear a mask until all symptoms resolve or 14 days have passed since symptoms started, whichever is longer

Test-Based Strategy

Exclude from work until:

- Resolution of fever without the use of fever-reducing medications and
- Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
- Negative results of an FDA Emergency Use Authorized molecular assay for SARS-CoV-2, from at least two consecutive nasopharyngeal swab specimens collected ≥ 24 hours apart (total of two negative specimens)

Key Considerations

- Employee access to testing sites
- Employee may not have primary care provider

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EMPLOYEE TESTING

Are you experiencing symptoms of COVID-19?

If you have symptoms of COVID-19 such as fever, cough or trouble breathing, chills, muscle pain, headache, sore throat, new loss of taste or smell, follow the steps below to get in contact with a provider and schedule a video visit. Please do NOT walk into a clinic or hospital to be tested.

Options:

A. Contact your primary care physician, who can assess your symptoms and recommend testing if indicated

B. If you're a Baylor Medicine patient – or would like to establish care with a Baylor physician – follow these steps:



1. Call (713) 798-3888 OR fill out this online form <https://form.jotform.com/201036283072041>



2. Someone from our clinical team will reach out to you to screen your symptoms.



3. Based on your symptoms, a representative will schedule a virtual visit for you.

C. If you do not have a primary care physician:

- Visit Baylor Medicine or Baylor St. Luke's Medical Group to find a physician:
 - <https://findaphysician.bcm.edu/search/search>
 - <https://www.chistlukeshealth.org/baylor-st-lukes-medical-group>
- Go to an Urgent Care
- Visit Texas Department of State Health Services: <https://www.dshs.texas.gov/coronavirus/>

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REFERENCES & RESOURCES

CDC: [Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)

CDC: [The National Institute for Occupational Safety and Health \(NIOSH\) Workplace Resources](#)

CDC: [Prepare your Small Business and Employees for the Effects of COVID-19](#)

CDC: [General Business Frequently Asked Questions](#)

OSHA: [Control and Prevention](#)

White House: [Opening America](#)

Texas.gov: [Opening Texas](#)

CDC: [Detailed Disinfection Guidance](#)

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For more information, visit:
bcm.edu/coronavirus-preparedness

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